



KENTUCKY BOARD OF HOME INSPECTORS

P.O. Box 1360, Frankfort, Kentucky 40602 or
911 Leawood Drive, Frankfort, Kentucky 40601
(502) 564-3296
<http://bhi.ky.gov>
KBHI-7

COMPLAINT FORM

FOR OFFICE USE ONLY	
Date received:	
Agency Case Number	
Inspector License #:	
Date of Board review:	
Date Closed:	

The Board does not have the authority to award monetary damages for any acts, omissions or breaches of a licensed home inspector. If you believe you were damaged by any acts, omissions or breaches, you may want to seek legal advice.

Please answer the following questions:

1. If your complaint is in regards to a deficient home inspection, have you notified the home inspector in writing? [Yes] or [No]

If yes, please attach a copy of the notification and any response if received.

2. Has legal action been initiated in this case? [Yes] or [No]

If yes, please provide copies of any legal pleadings in the case.

3. Did you sign an inspection agreement with the inspector? [Yes] or [No]

If yes, include a copy of the inspection agreement.

4. Have subsequent repairs been completed since the date of the home inspection referenced in this complaint? [Yes] or [No]

Important information for the complainant

Timely Filing Requirement:

The Board shall not review any complaint filed more than one year after the date you were made aware, or should have known, of the violation by the home inspector.

Board Authority:

The board investigates complaints concerning licensees, or persons the board has reason to believe should be licensees, including complaints concerning failure to comply with the KRS 198B.700-738 licensing statutes or regulations and, when appropriate, takes action in accordance with KRS 198B.728 and 198B.730. The board may take disciplinary actions against or impose sanctions on a licensee for failing to comply with any of those statutes or regulations, under KRS 198B.728, and may deny, suspend and revoke licenses under KRS 198B.706(3). All fee paid home inspections must be conducted in accordance with standards of practice approved by the board, under KRS 198B.706, and standards of conduct set out at 815 KAR 6:030.

If the board determines that a person is not licensed as required, the board will issue a show cause order, which may result in an order to cease and desist, under KRS 198B.730(3).



KENTUCKY BOARD OF HOME INSPECTORS

P.O. Box 1360, Frankfort, Kentucky 40602 or
911 Leawood Drive, Frankfort, Kentucky 40601
(502) 564-3296
<http://bhi.ky.gov>
KBHI-7

Filing Your Complaint:

Please complete the attached form, with notarized signature, and return to the Kentucky Board of Home Inspectors at the address above. You must attach ***copies*** of any supporting documents, including the full written inspector's report and inspection agreement if your complaint regards an alleged deficient home inspection or other documentation proving what you claim is factual. ***All documents will be retained by the Board and are not returnable.*** The licensee becomes the Respondent in your complaint.

Processing Your Complaint:

- A signed, notarized complaint is logged in and given a case number upon receipt.
- The case number is used for identification throughout the Board's administrative process.
- A copy of the complaint is sent, by certified mail, to the licensee. A period of 20 days is allowed for a response to be received. However, the complaint is not public until the Board takes action.
- Once a response is received, the case is then referred to the Board's Complaints Committee for review. The Committee reviews all complaints to determine if they are within the statutory authority of the board, as described above. If the complaint does not state an issue within the board's jurisdictional authority, if insufficient evidence of such an issue is presented, or if the Committee determines the complaint cannot be heard for any reason, the Board may dismiss the case. You will be notified, in writing, regarding the final action of the Board.

Complainant Information:

Name	Date	
Address		
City	State	Zip
Phone		
Email		
[] Buyer [] Seller [] Realtor [] Other:		

Home Inspector Information:

Name		
License Number		
Company		
Address		
City	State	Zip
Phone		
Date of Service		



P.O. Box 1360, Frankfort, Kentucky 40602 or
911 Leawood Drive, Frankfort, Kentucky 40601
(502) 564-3296
<http://bhi.ky.gov>
KBHI-7

Please describe the facts of your complaint in the order in which they happened. Please print clearly. You may attach additional sheets of paper if they are needed. Please make sure to attach readable copies of any complaint-related contracts, reports, correspondence or any other documents you feel are related to your complaint.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Date of Inspection: (If Applicable): _____
 Inspected Address: (If Applicable): _____



KENTUCKY BOARD OF HOME INSPECTORS

P.O. Box 1360, Frankfort, Kentucky 40602 or
911 Leawood Drive, Frankfort, Kentucky 40601
(502) 564-3296
<http://bhi.ky.gov>
KBHI-7

Certification:

I certify that the information provided in this complaint is true and accurate to the best of my knowledge. I realize the serious nature of filing such a complaint and realize that there may be penalties for false or misleading statements concerning such complaint.

Complainant Signature _____ Date _____

Sworn to before me this _____ day of _____, _____

Notary Public State of _____

My Commission expires _____

Notary Signature _____

Notary Seal